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DATE: December 1, 2005

TO: All Surplus Lines Producers

FROM: Janet B. Colby – Insurance Taxation Officer

SUBJECT: Surplus Lines Electronic Filing System

Phew!!! We've survived another year using the Surplus Lines Electronic Filing System! Those of you who are still struggling will soon find it gets easier, and to the rest of you—Congratulations! The reconciliation process still has not been streamlined, but I'm sure we'll all manage. You must still complete the Annual Form and mail it, along with your tax payment, to the above address.

I can't stress enough the importance of giving the name of the Producer with the New Hampshire Surplus Lines license number for whom the filings are being made whenever you contact the Help Desk or me for any reason. While I may recognize your voice and remember our last conversation, I do not always remember the producer's name and number with whom you are affiliated. We've run into problems when a new employee calls or e-mails and leaves the name of the agency, when in actuality the business is being filed under an individual producer.

The following are suggestions that might be helpful. These may seem familiar, as they are practically the same as last year's, but they seem to be the problems that pop up most of the time:

- 1.) **MAKE SURE YOU READ ALL AVAILABLE INFORMATION!!!!**
- 2.) When typing into a field with several lines, such as "Insured Name and Address," use commas instead of hitting "Enter" after each line, or, if you have a lot of information, use no punctuation at all. The field sizes are limited (see *FYI below), so, please keep that in mind. **Please use Abbreviations whenever possible!**
- 3.) Files are NOT transferred automatically on the 11th. Instead, this is done manually and sometimes takes a few days. So, please be patient and give it a week or so before calling to find out where your records might be.
- 4.) The thing that does happen automatically is that you are still unable to enter data into the previous month after the 10th of the month. But, as I've told many of you, just enter any missed entries into the next month.
- 5.) We continue to have a misunderstanding with "Prior Month" and "Previous Month". The only time these two fields are visible at the same time is between the 1st and the 10th of the month. So, just be careful when you are entering during this time that you are entering into the right month. **Hint: If you do not see "Send Statement," you are entering into the next month.**
- 6.) Be sure to contact the Help Desk via e-mail at HelpDesk@nh.gov or call 603-271-7555. This should be your first point of contact if you need help, as they can determine if technical database support is needed. They will refer you to me if they cannot help you. I am always willing to help whenever I can; however, I'm unable to continuously make the same corrections for you every month, so, you must learn to do the filings on your own. Contrary to popular belief, the "Buck" stops with me! If you don't enter the information into the system, I have to do it! So, guess what? By directive of the Insurance Commissioner, you are **REQUIRED** to use the system, even if you only make one filing a year!

.....Over

I am enclosing:

- a. A copy of the most current “White List” of Insurance Companies. The Website has been updated to add the new companies and to remove the companies indicated. (Also available on the Department’s Website—from Home Page click on COMPANIES; scroll and click on Surplus Lines Agent Information).
- b. A 2005 Annual Statement to be filed with payment on or before January 31, 2006-- checks should be made payable to: **NH Insurance Dept.** (Blank Forms are also available on the Department’s Website). **If you had no business during 2005, you need not file.**
- c. A letter regarding Surplus Lines Producer obligations. This letter was sent out a few years ago, but the contents are important and should be reviewed.
- d. Surplus Lines Information Sheet.

I’ve recently been informed that the Department’s Producer Licensing Database is undergoing changes, which will be instituted in February of 2006 and may include the issuance of a new producer License (Identification) number. So, **be sure to update your e-mail addresses** by e-mailing me: Janet.Colby@ins.nh.gov or via the postal service with your Annual Return to: Janet B. Colby - Insurance Taxation Officer, New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301.

2005 was a little challenging at times, but I’ve appreciated your cooperation and patience! Happy Holidays, much prosperity, and good health are my wishes for you in 2006! As always, you’ve all been great and I look forward to working with you next year.

*FYI: Field Limits:

Policy#-30 Spaces
Insured Name & Address-100 Spaces
Property/Risk Description-50 Spaces
Reason for Placement-50 Spaces
Property/Risk Location-100 Spaces
Zip Code-10 Spaces
Surplus Lines Company-5 Spaces
Courtesy Filing-100 Spaces
Transaction Type-3 Spaces
Policy Term-23 Spaces